

**PETITION FOR REVIVAL OF AN APPLICATION FOR PATENT  
ABANDONED UNINTENTIONALLY UNDER 37 CFR 1.137(b)**

Docket Number (Optional)

First named inventor: Darrell Metcalf

Application No.: 09/617,156

Art Unit: 3629

Filed: July 17, 2000

Examiner: Janice A. Mooneyham

Title: Ordering, Scheduling And Reservation System For Expedited Commerce Between  
An Internet Browsing Apparatus And One Or More Physical VenuesAttention: Office of Petitions  
Mail Stop Petition  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450  
FAX (703) 872-9306

RECEIVED

JUN 17 2005

OFFICE OF PETITION

NOTE: If information or assistance is needed in completing this form, please contact Petitions  
Information at (703) 305-9282.The above-identified application became abandoned for failure to file a timely and proper reply to a notice or  
action by the United States Patent and Trademark Office. The date of abandonment is the day after the expiration  
date of the period set for reply in the office notice or action plus an extensions of time actually obtained.

## APPLICANT HEREBY PETITIONS FOR REVIVAL OF THIS APPLICATION

NOTE: A grantable petition requires the following items:

- (1) Petition fee;
- (2) Reply and/or issue fee;
- (3) Terminal disclaimer with disclaimer fee - required for all utility and plant applications  
filed before June 8, 1995; and for all design applications; and
- (4) Statement that the entire delay was unintentional.

## 1. Petition fee

☒ Small entity-fee \$ 750.00 (37 CFR 1.17(m)). Applicant claims small entity status. See 37 CFR 1.27.

07/15/2005 MAHME1 00000028 09617156

☐ Other than small entity - fee \$ \_\_\_\_\_ (37 CFR 1.17(m)) 01 FC:2453

750.00 0P

## 2. Reply and/or fee

A. The reply and/or fee to the above-noted Office action in  
the form of an amendment incorporating examiner's suggestions (identify type of reply):☐ has been filed previously on \_\_\_\_\_  
☒ is enclosed herewith.RECEIVED  
OIPE/IAP

B. The issue fee and publication fee (if applicable) of \$ \_\_\_\_\_

JUL 14 2005

☐ has been paid previously on \_\_\_\_\_  
☐ is enclosed herewith.

[Page 1 of 2]

This collection of information is required by 37 CFR 1.137(b). The information is required to obtain or retain a benefit by the public which is to file (and by the  
USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 1.0 hour to  
complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any  
comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer,  
U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED  
FORMS TO THIS ADDRESS. SEND TO: Mail Stop Petition, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

## 3. Terminal disclaimer with disclaimer fee

☒ Since this utility/plant application was filed on or after June 8, 1995, no terminal disclaimer is required.

☐ A terminal disclaimer (and disclaimer fee (37 CFR 1.20(d)) of \$ \_\_\_\_\_ for a small entity or \$ \_\_\_\_\_ for other than a small entity) disclaiming the required period of time is enclosed herewith (see PTO/SB/63).

4. STATEMENT: The entire delay in filing the required reply from the due date for the required reply until the filing of a grantable petition under 37 CFR 1.137(b) was unintentional. [NOTE: The United States Patent and Trademark Office may require additional information if there is a question as to whether either the abandonment or the delay in filing a petition under 37 CFR 1.137(b) was unintentional (MPEP 711.03(c), subsections (III)(C) and (D)).]

**WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.**

*Darrell Metcalf*  
Signature

June 13, 2005

Date

Darrell Metcalf

Typed or printed name

Registration Number, if applicable

905 N.Oak Avenue

805-524-1747

Address

Telephone Number

Fillmore, CA 93015 (USA)

Address

Enclosures: ☒ Fee Payment

☒ Reply

☐ Terminal Disclaimer Form

☒ Additional sheets containing statements establishing unintentional delay

☐ Other: \_\_\_\_\_

CERTIFICATE OF MAILING OR TRANSMISSION [37 CFR 1.8(a)]

I hereby certify that this correspondence is being:

☒ Deposited with the United States Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to: Mail Stop Petition, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450.

☐ Transmitted by facsimile on the date shown below to the United States Patent and Trademark Office as (703) 872-9306.

June 13, 2005

Date

*Darrell Metcalf*  
Signature

Signature

Darrell Metcalf

Typed or printed name of person signing certificate



RE: The patent application of Metcalf  
US Pat. Application Serial No. 09/617,156  
Filed July 17, 2000  
Examiner: Jan Mooneyham, Group Art Unit 3629

Entitled: Ordering, Scheduling and Reservation System for Expedited Commerce between an Internet Browsing Apparatus and One or More Physical Venues

**PETITION TO REVIVE  
REQUEST FOR CONTINUED EXAMINATION (RCE)  
AND CLAIM AMENDMENTS**

**RECEIVED**

JUN 17 2005

**OFFICE OF PETITIONS**

June 13, 2005

Commissioner for Patents  
P.O. Box 1450  
Office of Petitions, Alexandria, VA 22313-1450

The applicant of the above-referenced patent application sincerely requests revival of the application on the basis that there was an unintentional delay in responding to the most recent action.

**Extenuating Circumstances**

1.) In a forty minute telephone call made on April 6, 2004, the examiner had understood for the first time—as a result of that conversation—that the present invention was novel over the cited prior art references. In particular, the applicant had explained how the ‘Dual-Commerce’ aspect of the invention featured up to a plurality of diverse physical venues (e.g. retail stores, activities and services venues) from which, deliverables from a group consisting of products, goods, activities, services and rentals could be ordered, reserved and scheduled via the Internet for being picked up at a scheduled period of time according to an excursion schedule of either a printed or downloadable itinerary. The examiner acknowledged her understanding of the invention and its novelty, by noting—in her words—the application featuring “a community of stores” (physical venues) each having an area designated for expedited customer service, among which a customer could travel using a computer generated itinerary to retrieve guaranteed-reserved goods in a time-efficient manner. There was then a consensus that none of the structures or operations of the cited prior art was applicable, and thus any previous USC 102 or USC 103 objections that had been made had been addressed.

2.) In a follow up call placed by the applicant, following the receipt of an Interview Summary mailed on April 9, 2004 the examiner asked that amendments to the claims (using claim language to better define the invention) be submitted first with the appropriate extension fee. She indicated that if the amended claims readily differentiated the invention from the prior art, the filing of a RCE may not be required. The applicant also pointed out during this phone communication (and another phone call placed with supervisor John Weiss) that the

1 USPTO.GOV website 'PAIR' system was not providing any information as to the status of the  
2 application, (but correctly did so for other of the applicant's pending or issued patents).  
3

4 3.) On June 22, 2004 the applicant submitted requested amendments to the claims with  
5 appropriate extension fees and material.  
6

7 **Petitions Office Suggests Filing Petition to Revive/RCE/Amendment/Submittal by 6/24/05**  
8

9 4.) On November 30, 2004 the applicant spoke again with examiner. She at first thought that  
10 there might have been an error in the handling of the paper processing. That staff-personnel  
11 might have made a mistake in not getting all the claims to her. The examiner thought that maybe  
12 only the first page of the amended claims had been supplied—but later saw that all of the claims  
13 were in fact available. Due to timing issues, the examiner then suggested that I should file a  
14 Petition to Revive and also suggested that I should call the Office of Petition to find out all  
15 requirements / fees and to receive assistance in the process. I called the Petitions Office the same  
16 day and spoke with Nancy Johnson (571-272-3219). Because the examiner had thought there  
17 may not have been a full submission, when reviewing my last response to her, Ms. Johnson  
18 thought that I might simply need to "file a Petition to Withdraw Abandonment under 1.181." She  
19 kindly called the examiner to clarify the matter and called me back to say that the next best  
20 response would be to file (before the end of spring 2005) a Petition to Revive, with an RCE  
21 along with a response/amendment that puts the submittal in a condition for allowance.  
22

23 **RE Amendment/Submittal in Condition for Allowance**  
24

25 In view of the conversation between the examiner and the applicant wherein there was a new  
26 understanding and a consensus reached as to the novelty of the present invention, and in view of  
27 the examiner's request to write the claims more particularly to the invention servicing 'a  
28 community of stores,' the applicant is submitting a new entire set of such requested claims with  
29 two additional dependent claims and \$50 claims fee (the new set of claims is intended to  
30 supersede any previously submitted claims). An explanation of the "Amendments to the Claims"  
31 appears in the requested new submission format on subsequent pages.  
32

33 The applicant submits that: the enclosed petition; RCE; submission/amendments with references  
34 cited to all inventive structure, operations and methods from the original specification; and,  
35 credit card payment of all respective fees, represents a bona fide effort to place the application in  
36 a condition for allowance, and therefore sincerely requests that the application be granted.  
37

38 In the event that any change can readily be made to one or more claims to bring it/them into an  
39 acceptable state, the applicant herein requests the examiner's assistance in the writing of any  
40 such claims.  
41

42 Sincerely

43   
44  
45

46 Darrell Metcalf, applicant (805) 524-1747

**INTRODUCTORY COMMENTS**

1.) To assist in quickly finding references from the previously sent amended specification the applicant has prepared several pages representing a section entitled "BRIEF SUMMARY OF THE NEW CLAIMS Some References to Specification Upon Which Dependent Claims Rely."

This section follows the AMENDMENT OT THE CLAIMS section. It does not cite references pertaining to independent claims 1, 70 and 71 because the elements of those claims are covered in detail in the depenedent claims—and support in the specification is also required for dependent claims.

2.) Since there had been a question in a previous office action regarding the use of GPS functionality with the invention the applicant has provided all specification references pertaining thereto in the section titled: "BRIEF SUMMARY OF THE NEW CLAIMS Some References to Specification Upon Which Dependent Claims Rely."

3.) **Please Note:** In reference to the independent claims that reference the distinct 'dual-commerce' aspect of the invention, the terms "a first-commerce" and "a second-commerce" are used to assist in the understanding that two types of commerce are provided. As amply detailed in the specification, the 'first-commerce' aspect of the 'dual-commerce' system and method refers to physical venue locations having walk-in, or arriving, or a traffic flow of visiting customers:

physical venues having available at least one of said deliverable(s), said physical venue(s) equipped to serve a traffic flow of customers and having at least one expedited customer service area wherein said deliverable(s), after being ordered online by a customer is subsequently made available to said customer during at least one scheduled period of time; (Claim 1)

The 'second-commerce' aspect refers to second dual-commerce online ordering means: "for ordering said deliverable(s) via conventional electronic-commerce means" (Claim 1). If the examiner feels that the terms do not assist in a better understanding of the claimed matter or are otherwise not necessary, the claims have been written so that the terms can be omitted and still retain the essential meaning.

**AMENDMENTS TO THE CLAIMS**

1  
2  
3 1. A complete set of re-written claims is separately attached and numbered 1 through 79 (17  
4 numbered pages). Claims 1, 70 and 71 are independent claims, with claim 71 being an  
5 independent method claim. Because amending the previous set of claims would have required  
6 extensive mark ups and thereby would have been difficult to read, complete set of new claims  
7 was re-written and is submitted. This set of claims supersedes any and all previously submitted  
8 claims.

9  
10 2. A summary of the status identifiers of the claims is as follows:

11  
12 Claims shown as "New" are: 1-77

13  
14 3. As per instructions of the PTO "Revised Amendment Format," claims shown as "New" are  
15 presented in clean versions without markings.

16  
17 4. Originally there were 77 Claims: 4 Independents / 73 Dependents. There are now 79 claims: 3  
18 independents and 76 dependents.

19  
20 5. For ease of reference, in the numbering of the claims, an effort has been made to group  
21 dependent claims together by similar subject matter as much as possible.

22  
23 6. A \$50.00 fee for two additional dependent claims is enclosed.  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46

**REMARKS**

**BRIEF SUMMARY OF THE NEW CLAIMS**

Some References to the Specification Upon Which Dependent Claims Rely

Claim #, “d” = ‘dependent to’ ‘n’ = claim # a claim is dependent to: EX “d1” = dependent to claim 1

1. **INDEPENDENT CLAIM 1 – An electronic ‘Dual-Commerce’ system... see specification references below for dependent claims, claiming all salient features of their respective independent claims.**  
**Browser Apparatus:**
2. d1 browser a personal handheld device equipped for wireless bi-directional communications and equipped to download and display itinerary-related content. – Page 4, Line 22; Page 12, Lines 12-15
3. d1 a diverse plurality of said browser apparatus equipped with browser-software, wherein said browser apparatus are from among a group... Page 3, Lines 2-4; Page 8, Lines 11-13
4. d3 apparatus is further equipped to download and display itinerary-related content and have a bi-directional communications link, wherein said communications link is from among a group... Page 8, Lines 13-16  
**Browser Apparatus with Audio / Video / Multimedia / GPages Capability:**
5. d4 further comprising multimedia file storing and playback means, wherein said multimedia file is from among a group consisting of digital audio files and digital video files. – Page 16 Line 6; Page 6 Lines 11-15; Page 11, Lines 13-14
6. d4 browser a handheld device equipped to playback audible directional instructions pertaining to and synchronized with a customer using an excursion itinerary – Page 15, Lines 22-28
7. d6 browser a handheld device equipped to playback audible schedule information – Pages 14-15, Lines 26-2
8. d6 browser a handheld device equipped to playback user-configurable audible prompts for alerting a user at user-determined times in advance of at least one scheduled itinerary event. – Pages 14-15, Lines 24-2;
9. d6 browser a handheld device equipped to playback audible transaction-related information pertaining to an excursion itinerary. – Page 16, Lines 11-17
10. d8 browser a handheld device equipped to playback audio cliPages context-specific to user interactivity. – Pages 14-15, Lines 26-2; Page 16, Lines 15-17
11. d4 further comprising multimedia file storing and playback means, wherein said multimedia file is from among a group consisting of digital audio files and digital video files. Page 16 Lines 5-17
12. d11 browser a handheld device equipped to playback multimedia cliPages context-specific to user interactivity, cliPages selected from group... – Page 16 Lines 5-17

- 1 13. d11 browser a handheld device equipped to playback multimedia cliPages via a  
2 multimedia database, with customer preferred criteria selectable by a user from a  
3 grouPage (a,b,c,d...) – Page 16 Lines 5-15
- 4 14. d4 further comprising streaming content playback means wherein said streaming content  
5 is from among a grouPage consisting of streaming audio files and streaming video files. –  
6 Page 16 Lines 5-17
- 7 15. d4 browser a handheld device further comprising means for storing and displaying  
8 itinerary-related / geographic-specific / directionalLine information – in time-saving  
9 manner – Page 15, Lines 9-15
- 10 16. d15 browser a handheld device wherein geographic-specific information is comprised of  
11 graphicaLine content, location and direction specific indicia. – Page 15, Lines 9-15
- 12 17. d16 wherein said graphicaLine content is from among the grouPage consisting of:  
13 photographs, maps, diagrams, graphicaLine elements, and direction-indicating arrows. –  
14 Page 15, Lines 9-15
- 15 18. d5 browser a handheld device further includes a GPages positioning functionality. –  
16 Pages 15-16, Lines 22-2
- 17 19. d22 browser a handheld device further includes a GPages and is equipped to playback  
18 audible directionalLine instructions pertaining to / synchronous with movement from one  
19 location to another...facilitating navigaton for users who are sighted and users who are  
20 visually impaired. – Page 15, Lines 3-21; Pages 15-16, Lines 22-2
- 21 20. d22 browser a handheld device further includes a GPages and is equipped to playback  
22 audible directionalLine instructions pertaining to / synchronous with progress of a  
23 customer using itinerary. – Pages 14-15, Lines 26-2; Page 15, Lines 3-21; Pages 15-16,  
24 Lines 22-2
- 25 21. d22 browser a handheld device further equipped to play audible time-related information  
26 from among the grouPage consisting of an estimated travelLine time, a walking time,  
27 waiting time... – Pages 14-15, Lines 26-2;

28 **Browser Apparatus with User and Order Verification:**

- 29 22. d5 browser a handheld device further comprising at least one software routine for  
30 verifying user identification. – Page 8, Lines 10-25; Page 14, Lines 19-29
- 31 23. d5 browser a handheld device further comprising at least one software routine for  
32 verifying order transactions. – Page 8, Lines 10-25; Page 14, Lines 19-29

33 **Networked Computers:**

- 34 24. d1 dual-commerce system of claim 1 further comprising a plurality of said networked  
35 computers. – Page 3, Lines 10-12
- 36 25. d1 dual-commerce system of claim 1 further comprising a multiplicity of said networked  
37 computers.

38 **RE 'multiplicity' of networked-computers:** "The system's browsing  
39 apparatus connects with an online software user interface which  
40 communicates with at least one networked-computer at each participating  
41 networked-venue." Page 3, LINE 10-12 "Such networked-venues can include  
42 any in a variety of product, activity(s) and/or service(s) venues such as those  
43 found at entertainment complexes, mall-based facilities, amusement parks,  
44 convention centers, stadiums, arenas, a store, or store-chain, service(s) or  
45 activity(s) facility, and the like. – Page 3, Lines 7-9

46 **'First-Commerce' PhysicaLine Venues:**



- 1 26. d1 The electronic dual-commerce system of claim 1 wherein said physical-facility venues  
2 are from among the grouPage consisting of a facility offering goods for sale... (a,b,c,d...)  
3 – Page 9, Lines 18-20
- 4 27. d1 The electronic dual-commerce system of claim 1 wherein said physical-facility venues  
5 are from among the grouPage consisting of an activity-based facility... (a,b,c,d...) – Page  
6 6, Lines 29-30; Page 9, Lines 4-9;
- 7 28. d1 The electronic dual-commerce system of claim 1 wherein said physical-facility venues  
8 are from among the grouPage consisting of a service-based facility... (a,b,c,d...) – Page  
9 9, Lines 9-15
- 10 29. d1 physical-facility venues are further equipped with customer interfacing means from  
11 among the group...(a,b,c,d...) – Page 4, Lines 8-17
- 12 30. d33 transaction processing equipment of claim 33 further comprising software routines  
13 for processing transaction information among the group...(a,b,c,d...) – Page 4, Lines 12-  
14 13;
- 15 31. d33 transaction processing equipment of claim 33 further comprising software routines  
16 for entering and recording financial transaction card information and for reporting  
17 transaction information to at least one financial transaction card vendor. – Page 4,  
18 Lines 8-17; Page 13, Lines 6-14;
- 19 **Deliverables:**
- 20 32. d1 deliverables from a plurality of said physical-facility venues – Page 2, Lines 9-13;  
21 Page 6, Lines 23-28
- 22 33. d1 deliverables from a multiplicity of said physical-facility venues – Page 3 Line 4-10:  
23 **RE ‘multiplicity’ of venues:** “When connected to the system, the browser  
24 apparatus provides selection, ordering, and/or reservation of deliverables  
25 such as products, services and/or activities offered at one or more  
26 participating venues networked to the system. Such networked-venues can  
27 include any in a variety of product, activity(s) and/or service(s) venues such as  
28 those found at entertainment complexes, mall-based facilities, amusement  
29 parks, convention centers, stadiums, arenas, a store, or store-chain,  
30 service(s) or activity(s) facility, and the like.”
- 31 34. d1 software routine for displaying database selectable choices among a plurality of  
32 deliverables. – Page 1, lines 22-26
- 33 35. d1 software routine for displaying database selectable choices among a multiplicity of  
34 deliverables.
- 35 **RE ‘multiplicity’ of deliverables:**  
36 “...deliverables offered at one or more networked-venues...” – Page 2, Line  
37 31  
38 “When connected to the system, the browser apparatus provides selection,  
39 ordering, and/or reservation of deliverables such as products, services and/or  
40 activities offered at one or more participating venues networked to the system.  
41 Such networked-venues can include any in a variety of product, activity(s)  
42 and/or service(s) venues such as those found at entertainment complexes,  
43 mall-based facilities, amusement parks, convention centers, stadiums, arenas,  
44 a store, or store-chain, service(s) or activity(s) facility, and the like.” – Page 3  
45 Line 4-10  
46

36. d1 displaying deliverables-related information of said database in said browser apparatus in a media format, wherein the media format is selected from a group... – Page 10, Lines 16-19
37. d1 software routines for the displaying of, and a user browsing through and ordering of, deliverables which are categorized according to deliverables parameters...of a group... – Page 10, Lines 10-13; Page 11, Lines 8-9; Page 20, Lines 26-28
38. d1 record-keeping software routines for monitoring, updating and reporting deliverables conditions in response to an online ordering – Page 3, Lines 14-18
- Scheduling Transactions / Itineraries / Excursions:**
39. d1 software routine providing an online scheduling and reserving of at least one transaction from said at least one physical facility venue(s) according to at least one condition of a chronological table of currently scheduled and available customer-events. – Page 10, Lines 20-23; Page 7, Lines 2-7; Page 11, Lines 15-18;
40. d1 at least one scheduled period of time is scheduled by at least one itinerary generating software routine. – Page 3, Lines 20-32; Page 5, Lines 7-12; Page 6, Lines 23-31; Page 7, Lines 3-7; Page 11, Lines 15-26
41. d40 software routines for querying a software chronological table of scheduled and schedulable customer-events and automatically scheduling and generating at least one time-saving itinerary – Page 10, Lines 20-23; Page 11, Lines 15-26
42. d40 software routine for determining time-saving itinerary excursions according to the proximity of said physical venues to one another – Page 11, Lines 28-30
43. d40 at least one time-efficient itinerary schedule is provided in a format suitable for being printed – Page 4, Lines 18-23; Page 12, Lines 12-13;
44. d40 at least one time-efficient itinerary schedule is provided in a format suitable for being downloaded to and displayed on said portable handheld device – Page 3, Lines 20-32
45. networked computer is equipped to transmit said itinerary schedule to a portable handheld device, whereby a customer employing said device and said itinerary schedule travels among and completes said deliverable(s) transactions at a plurality of said physical venues in an time-efficient manner – Page 10, Lines 20-23; Page 11, Lines 15-26
46. d47 at least one time-efficient itinerary schedule is provided in a format suitable for being downloaded to and displayed on a wireless said portable handheld device equipped with wireless communications – Page 12, Lines 12-15; Page 4, Lines 21-23
47. d52 software routine which is responsive to a user request from said browser apparatus to adjust said itinerary schedule to accommodate at least one itinerary change desired by said user – Page 3, Lines 24-32; Page 13, Lines 15-20
48. d52 software routine which is responsive to a user request via said browser apparatus to adjust said itinerary schedule to accommodate at least one itinerary break period desired by said user – Page 13, Lines 15-20
49. d52 updateable schedule information pertaining to an itinerary is automatically updated in said display-screen when a transaction is completed – Page 14, Lines 29-31
50. d1 user transaction payment means, are further equipped to accept electronic signatures – Page 4, Lines 8-16; Page 12, Line 22

- 1 51. d1 handheld browser apparatus, and said software routines facilitate a quick 'checking in'  
2 functionality during itinerary excursions to physical venues – Page 15, Lines 3-6
- 3 52. d1 software routine for providing a merchant of a networked-enabled venue with  
4 transaction details pertaining to orders, reservations and schedules – Page 5, Lines 7-9  
5 and 21-30
- 6 53. d1 software routines for automatically providing a supplier of a networked-venue with  
7 transaction details pertaining to said networked-venue – Page 5, Lines 7-9 and Lines  
8 21-30
- 9 54. d1 software routine for automatically calculating and deducting a sales commission based  
10 on deliverables ordered – Page 13, Lines 6-10;
- 11 55. d1 networked computer is further comprised of software routines facilitating delivery of  
12 at least one online ordered deliverable – Page 4, Lines 23-26; Page 7, Line 21; Page 9,  
13 Lines 29-31; Page 10, Lines 25-26
- 14 56. d1 browser apparatus consists of at least one computer, display means and user input  
15 means, located within an area of said physical venue which is not designated for  
16 expedited service is accessible to walk-in customers – Page 17, Lines 28-31
- 17 57. d1 at least one networked computer, display means, user input means, user interface and  
18 automated banking machine apparatus positioned for customer access in a location other  
19 than that of said physical venue and providing deliverables transactions up to  
20 twenty-four hours a day – Page 18, Lines 1-4; Page 19, Lines 23-25
- 21 58. d1 expedited customer service area equipped to serve a range of customer traffic flow  
22 rates of scheduled customers, and said system further comprises software routines for  
23 scheduling a traffic flow of customers up to a 100% flow rate of scheduled customers  
24 within said area, and notifying a merchant in advance, of the scheduled flow rates of  
25 customers..for staffing needs – Page 1, Lines 21-31; Page 5, Lines 9-12
- 26 59. d64 at least one physical area is scalable in size to accommodate changes in  
27 scheduled customer flow rates – Page 3, Lines 18-20; Page 5, Lines 9-17; Page 20, Lines  
28 1-4
- 29 60. d1 software which provides a user a selection among software interface categories,  
30 wherein said categories are selectable among any one or more of the group consisting  
31 of products, goods, merchandise, services, activities, and rental items – Page 9, Lines 9-20
- 32 61. d1 merchant payment software routines which automatically calculates and allocates  
33 revenue payments due to networked-venue merchants and physical venue merchants  
34 according to deliverables ordered – Page 10, Lines 29-31; Page 13, Lines 8-10
- 35 62. d1 supplier notification software which automatically notifies merchant suppliers of  
36 deliverables stocking needs and re-orders stocking deliverables according to  
37 predetermined deliverable stocking criteria – Page 13, Lines 10-14; Page 14, Lines 13-  
38 16
- 39 63. d1 electronic dual-commerce system of claim 1 further comprising ordering, reservation  
40 and scheduling means for adjusting customer schedules according to break requests made  
41 by a plurality of customers – Page 10, Lines 20-23; Page 13, Lines 15 through Page 14,  
42 Line 2; Page 8, Lines 10-16 and Page 9, Lines 4-6; Page 12, Lines 12-18; Page 7, Lines 3-7

1 64. d1 software routines for receiving pre-payment from a customer before subsequently  
2 going to said at least one physical venue, whereby, increased customer security is  
3 provided in that no monies or credit cards are required – Page 14, Lines 16-18

4 **'First-Commerce' Physical Venue Embodiment**

5 65. d1 a secured-inventory environment wherein a plurality of said networked computer(s)  
6 having display means and user input means are provided as customer workstations  
7 arranged in close proximity to one another to form an inventory-isolating perimeter –  
8 Page 7, Lines 29-31; Page 18, Lines 22-25; Also, as in view of FIGS. 2 and 3.

9 66. d71 further comprising an automated pick-and-place system for storing and retrieving  
10 secured deliverables – Page 8, Line 1; Page 18, Lines 1-4

11 67. d72 automated pick-and-place system of claim 72 further comprising rapid inventorying  
12 apparatus – Page 21, Lines 22-31

13 68. d1 at least one of said networked computers at a plurality of physical venues is  
14 further equipped with a camera to facilitate customer interactivity between said plurality  
15 of physical venues – Page 23, Lines 13-17

16 **Uploading Medialess Digitally-Recorded Entertainment-Content**

17 69. d1 networked computers is further equipped with playback means for the previewing of  
18 digitally-recorded entertainment-content and equipped with entertainment-content file  
19 transmission means for uploading medialess digitally-recorded entertainment-content  
20 files – Page 23, Lines 5-7;

21 **70. INDEPENDENT CLAIM 2 – An electronic 'Dual-Commerce' system...**

22 **71. INDEPENDENT CLAIM 3 Method – A method for providing dual-commerce**  
23 **transactions..**

24 72. d77 updating automatically via record-updating software routines said databased  
25 selections of deliverables following the completion of orders and guaranteeing  
26 deliverables availability at physical venue(s) – Page 3, Lines 14-18; Page 4, Lines 18-  
27 22; Page 5, Lines 18-21 and 23-26

28 73. d78 executing, in response to an order being placed for at least one first-commerce order,  
29 software routines for the scheduling and reserving of at least one type of itinerary  
30 according to a chronological software table of scheduled and available customer-  
31 events, itineraries selected from a group... – Page 3, Lines 27-32; Page 12, Lines 12-13;  
32 Page 12, Lines 12-15;

33 74. d79 executing, in response to an order being placed for at least one first-commerce order,  
34 software routines for the scheduling and reserving of parking – Page 4, Lines 20-23

35 75. d78 in response to an order being placed for at least one deliverable, at least one software  
36 routine for automatically scheduling and generating an itinerary around at least one  
37 preferred schedule time period – Page 3, Lines 24-27; Page 11, Lines 18-20

38 76. d78 software routines for i. querying a software chronological table of scheduled and  
39 schedulable customer-events and ii. automatically scheduling and generating a best-  
40 available itinerary – Page 4, Lines 23-26; Page 7, Lines 4-7

41 77. d78 further comprising the step of printing at least one transaction record – Page 12,  
42 Lines 12-13;

- 1 78. d78 i. placing orders via said online ordering means for deliverables from a plurality of  
2 venues, and ii. executing software routines for automatically consolidating said orders  
3 into a single online receipt and order procedure – Page 5, Lines 4-9 and 18-21; Page 12,  
4 Lines 5-8  
5 79. d78 further comprising the step of sending deliverables ordered online to a location,  
6 wherein said location is from of a grouPage consisting of homes, and places of business.  
7 – Page 4, Lines 23-26; Page 7, Line 21; Page 9, Lines 29-31; Page 10, Lines 25-26



RECEIVED

JUN 17 2005

OFFICE OF PETITIONS

**AMENDMENT TO THE CLAIMS**

Claim 1 (new). An electronic dual-commerce system having a bi-directional communication link between browser apparatus and a large publicly accessible communications network, and for providing online dual-commerce, said system comprising:

- a.) said browser apparatus equipped with display means, network-browsing software, user interface means, and user input means;
- b.) network connection means for connection of said browser apparatus to at least one networked computer of said communications network;
- c.) user identification and verification means;
- d.) user transaction payment means;
- e.) at least one of said networked computer(s) having at least one database, and at least one software routine for displaying in said browser apparatus databased information pertaining to a transaction and availability of at least one deliverable, wherein said deliverable(s) is from among any one or more of a group consisting of goods, merchandise, products, services, and activities;
- f.) at least one physical venue having available at least one of said deliverable(s), said physical venue(s) equipped to serve a traffic flow of customers and having at least one expedited customer service area wherein said deliverable(s), after being ordered online by a customer is subsequently made available to said customer during at least one scheduled period of time;
- g.) user interface means and software providing
  - i. a first-commerce ordering and reserving means for ordering and reserving said deliverable(s) from said physical venue(s) when available according to said databased information;
  - ii. a second-commerce online ordering means for ordering said deliverable(s) via conventional electronic-commerce means; and
  - iii. automatic updating of said databased information following each online ordering from said first-commerce ordering and reserving means and the depicting of available said deliverable(s) as being customer selectable via said user input means.

Claim 2 (new). The electronic dual-commerce system of claim 1 wherein at least one of said browser apparatus is a personal handheld device equipped for wireless bi-directional

1 communications with said large publicly accessible communications network and equipped to  
2 download and display itinerary-related content.

3  
4 Claim 3 (new). The electronic dual-commerce system of claim 1 further comprising a diverse  
5 plurality of said browser apparatus equipped with browser-software, wherein said browser  
6 apparatus are from among any one or more of a group consisting of networkable browsing  
7 devices, computers, personal computers, handheld personal information devices, PDA's, cell  
8 phones, pagers, and cell phones and pagers.

9  
10 Claim 4 (new). The browser apparatus of claim 3 wherein said browser apparatus are further  
11 equipped to download and display itinerary-related content and have a bi-directional  
12 communications link, wherein said communications link is from among a group consisting of  
13 wireless communications protocols, and cable connections.

14  
15 Claim 5 (new). The personal handheld device of claim 4 further comprising multimedia file  
16 storing and playback means, wherein said multimedia file is from among a group consisting of  
17 digital audio files and digital video files.

18  
19 Claim 6 (new). The personal handheld device of claim 4 wherein said digital audio storing and  
20 playback means are further equipped to playback audible directional instructions pertaining to  
21 and synchronized with the progress of a customer using an excursion itinerary.

22  
23 Claim 7 (new). The personal handheld device of claim 6 wherein said digital audio storing and  
24 playback means are further equipped to playback audible schedule information pertaining to an  
25 excursion itinerary.

26  
27 Claim 8 (new). The personal handheld device of claim 6 wherein said digital audio storing and  
28 playback means are further equipped to playback user-configurable audible prompts for alerting  
29 a user at user-determined times in advance of at least one scheduled itinerary event.

1 Claim 9 (new). The personal handheld device of claim 6 wherein said digital audio storing and  
2 playback means are further equipped to playback audible transaction-related information  
3 pertaining to an excursion itinerary.

4  
5 Claim 10 (new). The personal handheld device of claim 6 wherein said digital audio playback  
6 means is further equipped to playback audio clips and said clips have a content which is context-  
7 specific to a user interactivity, wherein said audio clips are selected from any one or more of a  
8 group consisting of clips from multimedia sources, clips from feature film libraries, clips from  
9 cartoon libraries, clips of famous recordings, and clips of famous quotes.

10  
11 Claim 11 (new). The personal handheld device of claim 4 further comprising multimedia file  
12 storing and playback means, wherein said multimedia file is from among a group consisting of  
13 digital audio files and digital video files.

14  
15 Claim 12 (new). The personal handheld device of claim 11 wherein said playback means is  
16 further equipped to playback said multimedia clips and said clips have a content which is  
17 context-specific to a user interactivity, wherein said video clips are selected from any one or  
18 more of a group consisting of clips from multimedia sources, clips from feature film libraries,  
19 clips from cartoon libraries, clips of famous recordings, and clips of famous quotes.

20  
21 Claim 13 (new). The personal handheld device of claim 11 wherein said playback means is  
22 further equipped to playback multimedia clips via a database of multimedia content and has  
23 software routines whereby a user can choose said content from said database by customer  
24 preferred criteria, wherein said criteria is selected from any one or more of a group consisting of  
25 themes, personalities, actors, comedians, musicians, performers, athletes, leaders, politicians and  
26 famous figures.

27  
28 Claim 14 (new). The personal handheld device of claim 4 further comprising streaming content  
29 playback means wherein said streaming content is from among a group consisting of streaming  
30 audio files and streaming video files.



1 Claim 15 (new). The personal handheld device of claim 4 further comprising means for storing  
2 and displaying itinerary-related information and geographic-specific information pertaining to  
3 customer excursions, whereby the displaying of said information provides a user of said device  
4 directional information needed to move from one location to another in a time-saving manner.

5  
6 Claim 16 (new). The personal handheld device of claim 15 wherein said geographic-specific  
7 information is comprised of:

- 8 i. graphical content pertaining to at least one area of said at least one customer  
9 excursion,
- 10 ii. location-specific indicia indicating the positioning of at least one excursion  
11 location and the relative location of a user of said device, and
- 12 iii. direction-specific indicia indicating at least one direction said user should take  
13 next to move from one location to another in a time-saving manner.

14  
15 Claim 17 (new). The geographic-specific information of claim 16 wherein said graphical content  
16 comprise at least some of a group consisting of photographs, maps, diagrams, graphical  
17 elements, and direction-indicating arrows.

18  
19 Claim 18 (new). The personal handheld device of claim 4 wherein said device further includes a  
20 global positioning system (GPS) positioning functionality.

21  
22 Claim 19 (new). The GPS equipped personal handheld device of claim 18 wherein said device  
23 is further equipped to playback audible directional instructions pertaining to and synchronous  
24 with a customer movements from one location to another, wherein said locations are any one of  
25 a group consisting of large area venues, large area complexes, stadiums, arenas, amusement  
26 parks, fairs, convention halls, facilities, venues with attractions, venues with booths, the aisles of  
27 a market, the aisles of a store, and places where a user becoming geographically disoriented can  
28 easily occur, and whereby, said audible directional instructions facilitate the navigation of users  
29 who are sighted and users who are visually-impaired.

1 Claim 20 (new). The GPS equipped personal handheld device of claim 18 wherein said device  
2 is further equipped to playback audible directional instructions pertaining to and synchronous  
3 with the progress of a customer using an excursion itinerary.

4  
5 Claim 21 (new). The GPS positioning equipped personal handheld device of claim 18 wherein  
6 said device is further equipped to playback audible time-related information pertaining to a user  
7 excursion and includes time-related information, wherein said time-related information is  
8 selected from any one or more of a group consisting of estimated travel times, walking times,  
9 itinerary-related times, waiting times, and time announcements for alerting a user in advance of  
10 scheduled itinerary events.

11  
12 Claim 22 (new). The personal handheld device of claim 4 further comprising at least one  
13 software routine for verifying user identification.

14  
15 Claim 23 (new). The personal handheld device of claim 4 further comprising at least one  
16 software routine for verifying order transactions.

17  
18 Claim 24 (new). The electronic dual-commerce system of claim 1 further comprising a plurality  
19 of said networked computers.

20  
21 Claim 25 (new). The electronic dual-commerce system of claim 1 further comprising a  
22 multiplicity of said networked computers.

23  
24 Claim 26 (new). The electronic dual-commerce system of claim 1 wherein said physical venues  
25 serving walk-in customers, offer goods, wherein said goods are selected from any one or more of  
26 a group consisting of facilities offering goods for sale, facilities offering products for sale, an  
27 entertainment-content store, a store, a supermarket, a store-chain, a themed retail venue, a  
28 department store, a membership club, a mall, a mall venue, strip mall venue, a dealership, a  
29 flower shop, a clothing store, a concession stand, a booth, and facilities offering goods for rental.

30  
31 Claim 27 (new). The electronic dual-commerce system of claim 1 wherein said physical venues  
32 serving walk-in customers, offer activities, wherein said activities are selected from any one or  
33 more of a group consisting of activity-based facilities, recreational facilities, stadiums, arenas,

1 theme parks, amusement parks, amusement park attractions, entertainment complex venues,  
2 convention centers, place of interest, restaurant, ticketed-admission facilities, theaters, film  
3 theaters, stage theaters, facilities having live shows, facilities having sporting events, fairs,  
4 health clubs, skating facilities, and arcades.

5  
6 Claim 28 (new). The electronic dual-commerce system of claim 1 wherein said physical venues  
7 serving walk-in customers, offer services, wherein said services are selected from any one or  
8 more of a group consisting of service-based facilities, medical facilities, health care facilities,  
9 eye care facilities, dental care facilities, acupuncture facilities, hair care facilities, nail care  
10 facilities, massage facilities, travel services facility, accommodation services facilities, facilities  
11 offering flights, car rental facilities, facilities offering recreational outings, recreational vehicle  
12 rental facilities, facilities providing hotel accommodations, training facilities, tutoring facilities,  
13 facilities providing seminars, facilities providing educational classes, and facilities providing  
14 educational sessions.

15  
16 Claim 29 (new). The electronic dual-commerce system of claim 1 wherein said physical venues  
17 serving walk-in customers, are further equipped with transaction processing equipment, wherein  
18 said equipment is selected from any one or more of a group consisting of wireless  
19 communication devices, receivers, transceivers, devices having radio wave I/O, Bluetooth  
20 devices, infrared devices, transaction card readers, magnetic card-strip reader, electronic  
21 signature pad devices, a computer-interfaced keyboard, a computer-interface keypad, and a PIN  
22 entry device.

23  
24 Claim 30 (new). The electronic dual-commerce system and transaction processing equipment of  
25 claim 29 further comprising software routines for processing transaction information wherein  
26 said transaction information is selected from any one or more of a group consisting of customer  
27 identification and verification, order verification, pricing verification, payment verification,  
28 financial transaction card information, credit card information, membership card information,  
29 information concerning payments made by customers, information concerning payments made  
30 by merchants, information concerning payments made to merchants, transaction commission  
31 information, and itinerary information.

32  
33 Claim 31 (new). The electronic dual-commerce system and transaction processing equipment of  
34 claim 30 further comprising software routines for entering and recording financial transaction

1 card information and for reporting transaction information to at least one financial transaction  
2 card vendor.

3  
4 Claim 32 (new). The electronic dual-commerce system of claim 1 further comprising software  
5 routines providing a user selectable choice of deliverables from a plurality of said physical  
6 venues.

7  
8 Claim 33 (new). The electronic dual-commerce system of claim 1 further comprising software  
9 routines providing a user selectable choice of deliverables from a multiplicity of said physical  
10 venues.

11  
12 Claim 34 (new). The electronic dual-commerce system of claim 1 further comprising said at  
13 least one database, said at least one software routine and display means for displaying the  
14 database data and providing user selectable choices among a plurality of deliverables.

15  
16 Claim 35 (new). The electronic dual-commerce system of claim 1 further comprising said at  
17 least one database, said at least one software routine and display means for displaying the  
18 database data and providing user selectable choices among a multiplicity of deliverables.

19  
20 Claim 36 (new). The electronic dual-commerce system of claim 1 further comprising said at  
21 least one database and software routines for displaying deliverables-related information of said  
22 database in said browser apparatus in a media format, wherein the media format is selected from  
23 any one or more of a group consisting of text, line art, graphical depictions, photos, digital video  
24 files, digital audio files, computer-storable files, faxes, email, and instant messaging.

25  
26 Claim 37 (new). The electronic dual-commerce system of claim 1 wherein said at least one  
27 database further provides deliverables information, and said at least one networked-computer  
28 further comprises software routines for the displaying of, and a user browsing through and  
29 ordering of, deliverables which are categorized according to deliverables parameters, wherein  
30 said deliverables parameters are selected from any one or more of a group consisting of  
31 deliverables types, venue names associated with deliverable(s), prices, taxes, sizes, dimensions,  
32 deliverables colors, age of products, year of products, entertainment-content titles, entertainment-  
33 content hits, entertainment-content artists, music genres, film genres, specials, and availability of  
34 deliverables.

1 Claim 38 (new). The electronic dual-commerce system of claim 1 wherein said at least one  
2 database further provides deliverables information, and said at least one networked-computer  
3 further comprises record-keeping software routines for monitoring, updating and reporting  
4 deliverables conditions in response to an online ordering, whereby said software routines  
5 automatically update and report deliverables availability for subsequent orders, schedules, and  
6 reservations, based on deliverables ordered and deliverables currently available.

7  
8 Claim 39 (new). The ordering and reserving means of claim 1 further comprising at least one  
9 software routine providing an online scheduling and reserving of at least one transaction from  
10 said at least one physical venue(s) according to at least one condition of a chronological  
11 software table of currently scheduled and available customer-events.

12  
13 Claim 40 (new). The electronic dual-commerce system of claim 1 wherein said at least one  
14 scheduled period of time is scheduled by at least one itinerary generating software routine.

15  
16 Claim 41 (new). The software routine(s) of claim 40 further comprising software routines for  
17 querying a software chronological table of scheduled and schedulable customer-events and  
18 automatically scheduling and generating at least one time-saving itinerary excursion according  
19 to at least one preferred excursion time-window desired by a user.

20  
21 Claim 42 (new). The software routine(s) of claim 40 further comprising at least one software  
22 routine for determining time-saving itinerary excursions according to the proximity of said  
23 physical venues to one another.

24  
25 Claim 43 (new). The electronic dual-commerce system of claim 40 wherein said at least one  
26 time-efficient itinerary schedule is provided in a format suitable for being printed.

27  
28 Claim 44 (new). The electronic dual-commerce system of claim 40 wherein said at least one  
29 time-efficient itinerary schedule is provided in a format suitable for being downloaded to and  
30 displayed on said portable handheld device.

1 Claim 45 (new). The electronic dual-commerce system of claim 1 further comprising software  
2 routines providing at least one time-efficient itinerary schedule, and said at least one networked  
3 computer is equipped to transmit said itinerary schedule to a portable handheld device, whereby  
4 a customer employing said device and said itinerary schedule travels among and completes said  
5 deliverable(s) transactions at a plurality of said physical venues in an time-efficient manner.

6  
7 Claim 46 (new). The electronic dual-commerce system of claim 45 wherein said at least one  
8 time-efficient itinerary schedule is provided in a format suitable for being downloaded to and  
9 displayed on said portable handheld device equipped with wireless communications.

10  
11 Claim 47 (new). The electronic dual-commerce system of claim 45 further comprising at least  
12 one software routine which is responsive to a user request from said browser apparatus to adjust  
13 said itinerary schedule to accommodate at least one itinerary change desired by said user.

14  
15 Claim 48 (new). The electronic dual-commerce system of claim 45 further comprising at least  
16 one software routine which is responsive to a user request via said browser apparatus to adjust  
17 said itinerary schedule to accommodate at least one itinerary break period desired by said user.

18  
19 Claim 49 (new). The electronic dual-commerce system of claim 45 further comprising software  
20 routines which automatically update said device display-screen data, whereby updateable  
21 schedule information pertaining to an itinerary is automatically updated in said display-screen  
22 when a transaction is completed.

23  
24 Claim 50 (new). The electronic dual-commerce system of claim 1 wherein said user  
25 identification and verification means, and said user transaction payment means, are further  
26 equipped to accept electronic signatures.

27  
28 Claim 51 (new). The electronic dual-commerce system of claim 1 wherein said customer  
29 identification and verification means are further comprised of software routines and a bi-  
30 directional communications link between said at least one networked computer(s) and at least  
31 one wireless handheld browser apparatus, and said software routines facilitate a quick checking-  
32 in functionality during itinerary excursions to physical venues.

1  
2 Claim 52 (new). The electronic dual-commerce system of claim 1 further comprising at least  
3 one software routine for providing a merchant of a networked-enabled venue with transaction  
4 details pertaining to orders, reservations and schedules.  
5

6 Claim 53 (new). The electronic dual-commerce system of claim 1 further comprising software  
7 routines for automatically providing a supplier of a networked-venue with transaction details  
8 pertaining to said networked-venue.  
9

10 Claim 54 (new). The electronic dual-commerce system of claim 1 further comprising at least  
11 one software routine for automatically calculating, recording and reporting a sales commission  
12 based on deliverables ordered.  
13

14 Claim 55 (new). The electronic dual-commerce system of claim 1 wherein said networked  
15 computer is further comprised of software routines facilitating delivery of at least one online  
16 ordered deliverable.  
17

18 Claim 56 (new). The electronic dual-commerce system of claim 1 wherein said browser  
19 apparatus consists of at least one computer, display means and user input means, located within  
20 an area of said physical venue which is not designated for expedited service is accessible to  
21 walk-in customers.  
22

23 Claim 57 (new). The electronic dual-commerce system of claim 1 wherein said at least one  
24 physical venue has a communications link with at least one networked computer, display means,  
25 user input means, user interface, automated banking machine apparatus having order-taking and  
26 order payment means, are positioned for customer access in a location other than that of said  
27 physical venue and provide deliverables transactions up to twenty-four hours a day.  
28

29 Claim 58 (new). The electronic dual-commerce system of claim 1 wherein said at least one  
30 physical venue is further comprised of at least one physical area within said venue which is an  
31 expedited customer service area equipped to serve a range of customer traffic flow rates of  
32 scheduled customers, and said system further comprises software routines for

- 33 a). scheduling a traffic flow of customers up to a 100% flow rate of scheduled customers  
34 within said area, and

1           b). notifying a merchant in advance, of the scheduled flow rates of customers, whereby an  
2           efficient staffing for said area can be pre-determined proportionate to said flow rates.

3  
4   Claim 59 (new). The expedited service area of claim 58 wherein said at least one physical area  
5   is scalable in size to accommodate changes in scheduled customer flow rates.

6  
7   Claim 60 (new). The electronic dual-commerce system of claim 1 wherein said at least one  
8   networked computer having software is further comprised of software which provides a user a  
9   selection among software interface categories, wherein said categories are among any one or  
10   more of a group consisting of products, goods, merchandise, services, activities, and rentals.

11  
12   Claim 61 (new). The electronic dual-commerce system of claim 1 wherein said at least one  
13   networked computer is further equipped with merchant payment software routines which  
14   automatically calculates and allocates revenue payments due to networked-venue merchants and  
15   physical venue merchants according to deliverables ordered.

16  
17   Claim 62 (new). The electronic dual-commerce system of claim 1 wherein said at least one  
18   networked computer is further equipped with supplier notification software which automatically  
19   notifies merchant suppliers of deliverables stocking needs and re-orders stocking deliverables  
20   according to predetermined deliverable stocking criteria, wherein said deliverable stocking  
21   criteria are selected from any one or more of a group consisting of a deliverable stocking  
22   reaching a particular unit-count threshold, re-stocking deliverables Just-In-Time (JIT), re-  
23   stocking a deliverable when depleted, and re-stocking a deliverable when said deliverable is pre-  
24   sold.

25  
26   Claim 63 (new). The electronic dual-commerce system of claim 1 further comprising ordering,  
27   reservation and scheduling means for adjusting customer schedules according to break requests  
28   made by at least one customer, wherein said scheduling means

29           1.) receives at least one break request from a customer,

30           2.) buffers all pending break requests,

31           3.) queries customer schedules in a software table of chronological scheduled and  
32           available customer events, and



1           4.) automatically adjusts said break request(s) in view of said scheduled and available  
2           customer events.

3  
4   Claim 64 (new). The electronic dual-commerce system of claim 1 wherein said at least one  
5   networked computer is further comprised of software routines for receiving pre-payment from a  
6   customer before subsequently going to said at least one physical venue, whereby, increased  
7   customer security is provided in that no monies or credit cards are required of the customer at  
8   said physical venue(s).

9  
10   Claim 65 (new). The electronic dual-commerce system of claim 1 wherein said at least one  
11   physical venue is further comprised of a secured-inventory environment wherein a plurality of  
12   said networked computer(s) having display means and user input means are provided as  
13   customer workstations arranged in close proximity to one another to form an inventory-isolating  
14   perimeter whereby said inventory is secured behind said workstations and is inaccessible to  
15   customers until purchased, and each of said workstation computers has:

- 16           a.) a network communications link with said at least one communications network,  
17           display means, user input apparatus and a user interface to facilitate transactions  
18           and user interactions, and  
19           b.) networked order-taking apparatus and software routines to facilitate user financial  
20           transactions and for reporting and recording said transactions, and record-keeping  
21           and record-updating software routines to automatically record transaction details  
22           pertaining to any workstation order and to update and report the availability of  
23           deliverables, according to the order(s) made.

24  
25   Claim 66 (new). The inventory-isolating perimeter arrangement of networked workstation  
26   computers of claim 65 further comprising an automated pick-and-place system for storing and  
27   retrieving secured deliverables, comprising:

- 28           a.) motion control apparatus responsive to control signal from user input means from  
29           at least one of said workstations;  
30           b.) a multiplicity of compartments for storing said secured deliverables, positioned  
31           internally to said inventory-isolating perimeter to be inaccessible to customers at  
32           said workstations;  
33           c.) at least one computer record of the position of each of said deliverables  
34           compartments;

- d.) at least one updateable computer informational record pertaining to deliverables stored in occupied compartments;
  - e.) at least one computer record of the position of at least one deliverables delivery chutes;
  - f.) at least one motion-controllable member having a pick-and-place robotic apparatus operative from an end thereof, positionable within said inventory-isolating perimeter, and controllable by at least one electro-mechanical actuator;
  - g.) said robotic apparatus having electro-mechanically actuated deliverables-gripping means positionable to securely grip deliverables for movement in and out of any of said deliverables compartments, and to also move said deliverables into a receiving end of any said workstation delivery chutes;
- whereby any suitable combination of the foregoing is responsive to user input made with user input means, to software routines of, and to control signals from, at least one of said networked workstation computers, to provide:
- i. stocking, retrieval and re-stocking of deliverables;
  - ii. automated conveyance of said deliverables from said compartments to said workstation chute(s) and computer-controlled positioning of said member(s), said pick-and-place robotic apparatus, and said gripping means; and
  - iii. automated pick-and-place control of deliverables inventory.

**Claim 67 (new).** The automated pick-and-place system of claim 66 further comprising rapid inventorying apparatus having a communications link with said at least one networked computer, said inventorying apparatus comprising:

- a.) at least one emitter-detector light-sensing means attached adjacent to an end of said at least one motion-controllable member, and
- b.) at least one inventory record-keeping and record-updating software routine operative on said networked computer(s) and responsive to signal received from said light sensing means, whereby  
said light-sensing means and said member are positionable to sweep across adjacent deliverables compartments via computer motion-control means to determine the difference in light reflectivity of vacant deliverable compartments and compartments occupied with deliverables, to rapidly scan compartment-empty states and compartment-occupied states and record, maintain and report state-conditions of the inventory via said record-keeping and record-updating software.

1 Claim 68 (new). The electronic dual-commerce system of claim 1 wherein at least one of said  
2 networked workstations at a plurality of physical venues is further equipped with a camera to  
3 facilitate customer interactivity between said plurality of physical venues.

4  
5 Claim 69 (new). The electronic dual-commerce system of claim 1 wherein at least one of said  
6 networked computers is further equipped with playback means for the previewing of digitally-  
7 recorded entertainment-content and equipped with entertainment-content file transmission means  
8 for uploading medialess digitally-recorded entertainment-content files to medialess file-ordering  
9 customers.

10  
11 Claim 70 (new). An electronic dual-commerce system having a bi-directional communication  
12 link between browser apparatus and a large publicly accessible communications network, and for  
13 providing online dual-commerce, said system comprising:

- 14 a.) said browser apparatus equipped with display means, network-browsing software,  
15 user interface means, and user input means;
- 16 b.) network connection means for connection of said browser apparatus to at least one  
17 networked computer of said communications network;
- 18 c.) user identification and verification means;
- 19 d.) user transaction payment means;
- 20 e.) said networked computer(s) having at least one database, and at least one software  
21 routine for displaying in said browser apparatus databased information pertaining to a  
22 transaction and availability of at least one deliverable;
- 23 f.) a plurality of diverse physical venues each having a separate location and providing at  
24 least one of said deliverable(s) and equipped to serve a traffic flow of walk-in  
25 customers, wherein, said deliverable(s), after being ordered and reserved online by a  
26 customer is subsequently made available following the arrival of said customer at  
27 said physical venue;
- 28 g.) user interface means and software providing
  - 29 i. a first-commerce ordering and reserving means for ordering and reserving  
30 currently available said deliverable(s) from said physical venue(s);
  - 31 ii. a second-commerce online ordering means for ordering said deliverable(s)  
32 from at least one online-networked venue via conventional electronic-  
33 commerce means;

1           iii. automatic updating of said database records following each online ordering  
2           from ordering and reserving means; and

3           iv. the depicting of currently available said deliverable(s) as customer selectable in  
4           said display of said user interface means.

5  
6 **Claim 71 (new).** A method for providing dual-commerce transactions over a large publicly  
7 accessible communications network, comprising the steps of:

8       1) establishing, via a communications link with said communications network, a network  
9       connection with at least one networked computer having a database of records pertaining  
10      to dual-commerce deliverables,

11      2) establishing a connection of a browser apparatus comprising a user input means, user  
12      interface means, and network-browsing software, via a communications link with said  
13      communications network,

14      3) executing said network-browsing software for user-navigating to, and completing of at  
15      least one transaction at, at least one website accessible via said communications network,  
16      said browser apparatus and said software providing the steps of:

17           i.     displaying of first-commerce and second-commerce databased selections of  
18           deliverables, wherein said deliverable(s) are selected from any one or more of  
19           a group consisting of goods, merchandise, products, services, activities, and  
20           rented goods,

21           ii.    displaying of first-commerce ordering and reserving means for ordering and  
22           reserving currently available said deliverable(s) from at least one physical  
23           venue equipped to serve walk-in customers and having an expedited customer  
24           service area wherein online orders previously made, are subsequently  
25           transacted,

26           iii.   displaying of second-commerce online ordering means for ordering said  
27           deliverable(s) from at least one online-networked venue via conventional  
28           electronic-commerce means,

29           iv.    employing at least one user-identification verification software routine,

30           v.     allowing a user via user input means of said browser apparatus to place an  
31           order for at least one of said deliverable(s),

32           vi.    accepting, via financial transaction means, payment for said deliverable(s),

- vii. displaying, in response to an ordering of at least one first-commerce order, order reservation confirmation, and choices pertaining to the scheduling of an itinerary to said at least one physical venue(s) according to at least one condition of a chronological software record of scheduled and available customer-events; and
- viii. displaying software interface choices for providing a customer of said deliverable(s) with at least one type of itinerary to facilitate said first-commerce order at said physical venue(s).

Claim 72 (new). The method for providing dual-commerce transactions as recited in claim 71 further comprising the steps of:

- i. updating automatically via record-updating software routines said databased selections of deliverables following the completion of orders, to reflect current availability status of deliverables in view of said orders, and
- ii. guaranteeing that said deliverables displayed as being currently available to a customer when ordered, will be reserved and available at said physical venue(s) when the order is subsequently culminated following the arrival of said customer at said venue(s) and following the steps of verifying the identity of said customer and said order.

Claim 73 (new). A method as recited in claim 71 further comprising the steps of executing, in response to an order being placed for at least one first-commerce order, software routines for the scheduling and reserving of at least one type of itinerary according to a chronological software table of scheduled and available customer-events, wherein said itinerary is selected from a group consisting of an itinerary downloadable to a computer, an itinerary downloadable to a handheld browser apparatus, an itinerary downloadable to a wireless handheld browser apparatus, and a printable itinerary.

Claim 74 (new). A method as recited in claim 73 further comprising the steps of executing, in response to an order being placed for at least one first-commerce order, software routines for the scheduling and reserving of parking.

Claim 75 (new). A method as recited in claim 72 further comprising the step of executing, in response to an order being placed for at least one deliverable, at least one software routine for automatically scheduling and generating an itinerary around at least one preferred schedule time period entered by the customer of said order.

1 Claim 76 (new). A method as recited in claim 71 further comprising the step of executing, in  
2 response to an order being placed for at least one deliverable, software routines for

3 i. querying a software chronological table of scheduled and schedulable customer-events,  
4 and

5 ii. automatically scheduling and generating a best-available itinerary around at least one  
6 preferred schedule time period entered by the customer of said order.

7  
8 Claim 77 (new). A method as recited in claim 72 further comprising the step of printing at least  
9 one transaction record.

10  
11  
12 Claim 78 (new). A method as recited in claim 71 further comprising the steps of:

13 i. placing orders via said online ordering means for deliverables from a plurality of  
14 venues, and

15 ii. executing software routines for automatically consolidating said orders into a single  
16 online receipt and order procedure, and for automatically placing the order with each  
17 of said sellers.

18  
19 Claim 79 (new). The method for providing dual-commerce transactions as recited in claim 72  
20 further comprising the step of sending deliverables ordered online to a location, wherein said  
21 location is from of a group consisting of homes, and places of business.